

To Our Valued Customers

From: Tom Maltais – Sr. Director of Technical Sales

Date: 17 DEC 2020

Ref No.: C19-Q4 Update

RE: COVID-19 and its current impact on Hitachi Cable America Inc., HPMS

As an essential manufacturer of medical device components, High Performance Medical Solutions (HPMS) is manufacturing critical care products to the very best of our ability while navigating the challenges that this global pandemic has presented.

Our operating states' response to the COVID-19 virus, such as curfews, state-wide pauses, quarantine guidelines, etc., has impacted our workforce availability and productivity. Therefore, we feel it necessary to communicate the urgency of this situation to our customers. We are asking you to provide the best possible forecasts and to proactively order products well in advance of your need-by dates. Additionally, we are facing freight and logistic challenges and ask for your understanding on the shipping of materials based on the best availability of hauler personnel. Some of our suppliers have also been impacted by COVID-19, resulting in the delay of raw materials and other key components required to fulfil open orders. In response, we have taken several mitigating steps, such as cross training our production staff to maximize our available resources.

Finally, HPMS has implemented many CDC guideline best practices to ensure the health and wellbeing of our employees. We're committed to eliminating or minimizing disruptions to operations, which starts by providing the safest possible working conditions.

Should you have questions or concerns about HPMS' ability to meet your needs, please do not hesitate to contact your Hitachi sales representative.

Thank you for your cooperation and understanding during these unprecedented times.